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DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

UD Star Campus  
Health Sciences Complex  
540 S. College Avenue  
Room 111  
Newark, DE 19713  
Final

Meeting November 10, 2015  
Minutes

Commission Member (s) Present: Lisa Furber; Representative Kim Williams; Kyle Hodges; and Melissa VanNeerden.

Commission Member (s) Absent: Amy Milligan; Senator Bethany Hall-Long; Vicki Givens; Patricia Dailey Lewis, Esquire; Karen Gallagher; and Yrene Waldron. Lisa Barchi (DAG) was also not in attendance.

Others Present: Margaret Bailey; Quinesha Harris, DHCI; Dawn Moore, Governor Bacon; Kathleen Dougherty, DMMA; Suzie Tadlock, GBHC; Stacey Battles, Millcroft; Hooshang Shanehsaz, State Pharmacy Director; Tom Murray, DLTCRP Deputy Director; Linda Brittingham, CCHS; Jenn White, DHCFA; Carol Lovett, Consumer; Jake Hollick, Seasons Hospice; and Tara Cooke, KEPRO.

1. Call to order

The meeting was called to order at 9:43 AM by DNHRQAC member, Lisa Furber.

2. Approval of the Minutes for the meeting of:

September 8, 2015 meeting minutes were not voted upon due to lack of quorum.

3. Discussion of:

QART Report

Tom Murray, DLTCRP Deputy Director, presented the 3rd Qtr 2015 QART Report. The survey team recommended four "G" level deficiencies during this time frame. The QART Team reviewed the four "G" level deficiencies and downgraded one of the deficiencies after further review of hospital records.

Staffing Report

Tom Murray, DLTCRP Deputy Director, presented the 3rd Qtr 2015 Staffing Report. All facilities were in compliance with the nurse to resident, aide to resident and hour ratios per Eagles Law (3.28). The hours per resident totaled 3.69 hours during this snapshot in time.

### Season's Hospice & Palliative Care

Jake Hollis, Clinical Nurse Liaison for Season's Hospice and Palliative Care provided an overview of service to Commission members. The organization was founded in 1997 and currently provides service to eighteen thousand clients in eighteen states (as of 2014).

Season's has an inpatient unit at Christiana Care Health Services (CCHS) which provides twelve private beds. The average number of days for inpatient care is currently 4.9 days.

Client services are billed through Medicare part A, Medicaid or private pay. Routinely, a nurse (medicines, bandage changes, etc) visits a client 1-2 days a week and Certified Nursing Assistant (CNA) assists with activities of daily living (bathing, dressing, etc).

Season's contracts with five skilled facilities in Delaware to provide respite care (up to five days).

The organization provides Palliative and Hospice Care. Palliative Care is when aggressive care treatment is provided versus Palliative Care where an individual's life expectancy is < 6 months so the client is provided comfort care.

CMS requires that prior to the beginning of a clients 3<sup>rd</sup> benefit period, and prior to each subsequent benefit period, a hospice physician or hospice nurse practitioner (NP) must have a face-to-face encounter with the individual to determine continued eligibility of the individual for hospice care and attest that such a visit took place.

### KEPRO

Tara Cooke, Outreach Specialist for KEPRO, provided an overview to the Commission. KEPRO was awarded a five year Quality Improvement contract from Centers for Medicare and Medicaid Services (CMS) -August 2014. Prior to KEPRO, Quality Insights of Delaware managed the CMS contract. Quality Insights is now the QUIN

The Quality Improvement piece includes:

- Discharge Appeals
- Complaints
- Advocacy

The United States is broken down into five service areas. KEPRO provides case review for 3/5 of service areas. The other two service areas are managed by Livanta.

Delaware is in area two (DE, LA, VA, and PA).

Ms. Cooke mentioned more information regarding the number of monthly appeals, second reviews and other statistics able to be located on KEPRO's website.

KEPRO contact information:

Website: <http://www.keproqio.com/>

Phone: (844)455-8708

4. Old/New Business:

## FY 15 DNHRQAC Annual Report

FY 15 Annual Report has been finalized. Members received a copy of the report and will plan to vote on finalizing the report during the meeting of January 12, 2016.

### 5. Public Comment:

#### Residents Rights Rally

Ms. Bailey mentioned that the 14<sup>th</sup> Annual Residents Rights Rally was held October 13, 2015 at the Modern Maturity Center. This event was designed to honor and celebrate long-term care/assisted living citizens; recognize their individuality; reaffirm their rights as community members and citizens - including the right to have their voices heard regarding their care. Senator Hall –Long prepared a tribute. DHSS Ombudsman's Office hosted the event themed: CARE Matters (**C**hoice, **A**ccountability, **R**ights, and **E**mpowerment). There were eighteen facilities in attendance.

#### Osher Life Long Learning Center class

Hiding in Plain Site is a fifteen week class currently offered at Osher Life Long Learning Center (Wilm). Carol Lovett and Margaret Bailey prepared a syllabus to include an overview regarding elder abuse, neglect and financial exploitation awareness. Ms. Lovett is facilitating the class which offers information about: DMOST, Guardianship vs POA, DLTCRP over-site, banking (financial) security, panel discussion, Medicaid Fraud, etc.

Ms. Bailey and Ms. Lovett plan to expand outreach by offering continuing legal education credits (CLE) for judges and attorneys regarding elder abuse, neglect and financial exploitation in Delaware.

#### National Alzheimers Disease Awareness

To coincide with the National Alzheimer's Disease Awareness, The DE Chapter of Alzheimer Assoc is hosting their annual conference November 18, 2015 at Dover Downs.

6. Next meeting will be **Tuesday January 12, 2016 @ 9:30 AM. The meeting location: Legislative Hall 2<sup>nd</sup> floor Senate Chambers: 411 Legislative Ave Dover, DE 19901.**

### 7. Adjournment

The meeting was adjourned at 11:39 AM by Lisa Furber. .

Attachments: September 8, 2015 meeting minutes draft  
November 10, 2015 meeting agenda  
3<sup>rd</sup> Qtr QART Report  
3<sup>rd</sup> Qtr Staffing Report  
KEPRO presentation  
2016 DNHRQAC meeting schedule draft